



## Complaints Form 2009

Please describe your complaint in as much detail as possible, to include dates, item number etc. The more information we have the easier it is for us to deal with.

Your complaint will only be dealt with if it is supplied on this form. We will not deal with complaints posted on the website forum or anywhere else.

We are aware that in some cases you would prefer this to be kept strictly confidential, in which case you should contact us first by mail or phone to discuss the case, and we will then advise as to how you should proceed. If you think the case may be prejudiced in any way by another board member because of business links, then please make this clear at the start, so that we can deal with this on a need to know basis only.

Name

Address

Contact telephone number

Contact email address

Are you making this complaint on behalf of someone else?

Who are you making the complaint about?

AFTAL dealer number

The product or service you are complaining about

Have you already made a complaint regarding this to the dealer yourself?

When did you make this complaint, and what was the response?

Why are you not happy with this response?

Has there been any legal action regarding this complaint?

What exactly is your complaint?

**IMPORTANT.** Please describe your complaint in as much detail as possible, to include dates, item number, copies of any correspondence etc. The more information we have the easier it is for us to deal with. If it is regarding an item you may have purchased, and we need to see it, then please include either a good quality scan or a colour photocopy. If the item is too large to scan, then a photo may suffice, but we may need to see the item in question, so please keep this in mind when letting us have the details.

Please give any further details here.

Website address

Product/item number

Any other details

Please be assured that your complaint will be dealt with in the strictest of confidence, and only relevant board members will deal with your complaint, we expect you to do the same, and any postings regarding this complaint on any website or forum will immediately make this complaint null and void. We will confirm receipt by email or post upon delivery, and thence commence our investigation. If we need any further information we will be in touch. Please allow 28 days after receipt before contacting us.

I would like AFTAL to consider my complaint. I confirm that all the information I have given here is true and accurate to the best of my knowledge.

I understand that:

- you will need to handle personal details about me – which could include sensitive information – in order to deal with my complaint effectively;
- you may need to exchange information about my complaint with the business I have complained about and any other relevant organisations;

but you will always respect my privacy and keep my personal information confidential at all times.

Signed

Date

Please return this completed form to

**AFTAL. PO Box 354. Dartford. Kent. DA1 9GH**